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QUESTION 1

According to Tchebysheff's theorem what % of measurements must lie within 2.5 standard deviations of the mean?

- A. 3/4
- B. 8/9
- C. 0.840
- D. 0.625

Correct Answer: C

QUESTION 2

A "p" chart

- A. Can be used for only one type of defect per chart.
- B. Plots the number of defects in a sample.
- C. Plots either the fraction or percent defective in order of time.
- D. Plots variations in dimensions.

Correct Answer: C

QUESTION 3

What is the standard deviation of the values below?

4.5, 5.1, 6.2, 2.1, 3.9

- A. 1.136
- B. 2.087
- C. 1.362
- D. 1.522

Correct Answer: C

QUESTION 4

To be effective, a corrective and preventive action system must have

- A. A material review board.

- B. Approved of the QC department.
- C. Top management support.
- D. A method for identifying nonconformities.

Correct Answer: D

QUESTION 5

An improvement in quality costs is MOST clearly indicated when:

- A. Appraisal and failure costs drop.
- B. Prevention costs increase.
- C. Total quality costs fall below 15% of total sales.
- D. Management objectives are met.

Correct Answer: D

QUESTION 6

A graph of a data set, composed of a series of rectangles, each proportional in width to the range of values in a class and proportional in height to the number of items or fraction of items falling in these classes, is called which of the following?

- A. Histogram.
- B. Raw data.
- C. Ogive.
- D. Venn diagram.

Correct Answer: A

QUESTION 7

The weight of paint cans is considered

- A. Discrete data.
- B. Continuous data.
- C. Random data.
- D. Probability data.

Correct Answer: B

QUESTION 8

When using a control chart, a point plotting within the limits on the chart is

- A. The equivalent of type I error.
- B. The equivalent of type II error.
- C. The equivalent of accepting the hypothesis that the process is in control.
- D. The equivalent of not rejecting the hypothesis that the process is in control.

Correct Answer: D

QUESTION 9

Information that is received by upper management, is often distorted. Which of the following actions is effective in countering this problem?

- . Stop killing the messenger. . Establishing an open door policy. . Practice management by walking around.
- A. Ionly
- B. IandIIonly
- C. IandIIIonly
- D. I,IIandIII

Correct Answer: D

QUESTION 10

If a distribution is skewed to the left, the median will always be

- A. Less than the mean.
- B. Between the mean and the mode.
- C. Greater than the mode.
- D. An average of the mean and the mode.

Correct Answer: B

QUESTION 11

Which of the following tools can provide a ranking of things to be done?

- A. Measles charts.
- B. Cause and effect diagram.
- C. Scatter diagram.
- D. Checklist.

Correct Answer: D

QUESTION 12

The primary advantage of the Latin square design, compared to the factorial design, is that

- A. In most circumstances, it requires less data.
- B. It eliminates the need for interaction analysis.
- C. It allows higher significance levels.
- D. It does not require homogeneity of variance.

Correct Answer: A

QUESTION 13

When requesting "worst case" design analysis, you expect the reliability group to

- A. Analyze the worst rejects.
- B. Analyze only those products failing to meet specification requirements.
- C. Determine whether product requirements can be met with subassemblies assumed at their worst combination of tolerances.
- D. Assume all subassembly tolerances at their maximum limit.

Correct Answer: C

QUESTION 14

In obtaining Total Customer Satisfaction, management should NOT undertake which of the following activities?

- A. Use employee involvement and teamwork.
- B. Encourage team competition.
- C. Encourage sacrificing for the team.
- D. Coordinate efforts of the departments.

Correct Answer: B

QUESTION 15

A typical use for the optical comparator would be to measure

- A. Surface finish.
- B. Contours.
- C. Depth of holes.
- D. Diameters of internal grooves.

Correct Answer: B

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